

Compliance Assessment Report CAR_NRW0048247

Permit being assessed: XP3495FC.

For: Bill Way & Co Ltd, **held by:** Bill Way & Co Ltd

At: Tremorfa Industrial Estate, Rover Way, Cardiff, CF24 5SD.

Type of assessment: Site Inspection,

Reason: Routine.

On: 02/04/2025 between 16:10 and 16:30.

Parts of permit assessed: All.

NRW Lead Officer: Daniel Hopkin, accompanied by Gareth Morris.

Report sent to: Paul , Site Manager , on 09/05/2025.

1. Summary of our findings (full details in section 4)

Part of permitted activity assessed (compliance criteria)	Assessment result	Permit condition
W1A - Waste - Management - General management	Action only (X)	
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Result types are explained in more detail in the 'Important Information' section below.

Total non-compliances recorded	Total non-compliance score
0	0

How we use the non-compliance score to calculate your annual fee is explained in the 'Important Information' section below.

2. What action is required?

Criteria	Action needed	Complete by
W1A	Please send us a copy of your Environmental Management System (Working Plan) to update our records. Please send this by the 23rd of May 2025.	23/05/2025
W1A	Please send us confirmation you have booked onto the TCM competency course. Please send this by the 23rd of May 2025.	23/05/2025

Compliance criteria codes are listed in the 'Important information' section below.

3. What will happen next?

Any non-compliance we have identified and recorded on this form is an offence. It can result in criminal prosecution and/or suspension or revocation of your permit.

At this time, we do not intend to take any further action.

This statement does not stop us from taking additional enforcement action if further relevant information comes to light or offences continue.

4. Details of our assessment

Bill Way & Co Ltd Site Inspection (EPR-XP3495FC) – 02/04/2025

Apprentice Daniel Hopkin and Waste Regulation Officer Gareth Morris attended the permitted metal recycling facility of, Bill Way & Co Ltd at Unit 16, Tremorfa Industrial Estate, Rover Way, Cardiff, CF24 5SD on the 2nd of April 2025 to undertake an unannounced routine site inspection.

Bill Way & Co Ltd hold a bespoke permit to separate and sort metal waste (scrap vehicles). The purpose of the inspection was to assess the sites compliance with the conditions of the environmental permit EPR/XP3495FC (EAWML 30228), issued 17th January 2001.

The weather was warm and dry for the duration of the inspection.

We arrived at the site at approximately 16:10.

Site Inspection

Officers were shown around the site and operations were explained. Overall, the site was organised and well run. The site was clean with good housekeeping. The impermeable surface was maintained with no visible damage.

The depollution area was contained and undercover and had good drainage to ensure any spillages went into the interceptor. All waste oils were stored correctly and clearly separated into their own storage tanks. The interceptor was not inspected on this inspection. The operator explained that the interceptor had been recently emptied.

Advice and Guidance - The interceptor should be inspected regularly, and a maintenance record should be kept. **Please ensure the interceptor is inspected regularly and a record is kept.**

All new vehicles entering the site were stored on the impermeable surface and the operator explained these are depolluted immediately, the vehicles awaiting depollution did not exceed the maximum 40 units. (compliant with permit condition 1.1.1). All depolluted cars were stacked appropriately and in an organised manner. Only permitted waste types were observed on site. (compliant with permit condition 1.2.1).

Site Records

During the inspection we asked to see the Environmental Management System (Working

Plan) which you had on site.

Action: Please send us a copy of your Environmental Management System (Working Plan) to update our records. Please send this by the 23rd of May 2025.

During the site inspection you informed us that your Technically Competent Manager (TCM) had recently passed away and that this would be addressed by training a new member of staff. Due to the circumstances, following the visit you were sent an email detailing the course that needs to be taken to regain this qualification. After a review of internal documentation following the visit, it appears that TCM accreditation expired in 2021. We therefore require evidence that a course has now been booked.

Action: Please send us confirmation you have booked onto the TCM competency course. Please send this by the 23rd of May 2025.

The inspection concluded at approximately 16:30, thank you for your time during the visit.

If you have any queries regarding this Compliance Assessment Report, please contact me on the details below.

Daniel Hopkin
07811 794 976

Daniel.Hopkin@cyfoethnaturiolcymru.gov.uk

If you have any queries about this report, or to discuss completion of any actions, please contact the NRW Officer named above.

Important information

Legal status of this report

Your permit is issued to you under the Environmental Permitting Regulations. You have a responsibility to comply with the conditions of your permit and prevent pollution/harm of the environment. You must also ensure that you comply with any other relevant legislation that may apply to your site's operations.

This report explains the findings of our assessment and any action you are required to take. We categorise non-compliance using our guidance for assessing non-compliance at regulated sites.

When we find potential non-compliance/s we will normally give you advice on how to maintain compliance.

To correct non-compliance, we may:

- require you to take specific actions
- issue a notice
- review the conditions of your permit.

Any advice and guidance we give will be without prejudice to any other enforcement response that we consider may be required.

Assessment results and non-compliance categories (used in section 1):

Assessment result	Description
Assessed (A)	Assessed or assessed in part, no evidence of non-compliance found
Action only (X)	Action only relating to the activity assessment
Ongoing (O)	Ongoing non-compliance, not scored

Non-compliance category	Description	Score
C1 Major	Potential to have a major, serious, persistent and/or extensive impact or effect on the environment, people and/or property	60
C2 Significant	Potential to have a significant impact or effect on the environment, people and/or property	31
C3 Minor	Potential to have a minor or minimal impact or effect on the environment, people and/or property	4
C4 No environmental impact	Non-compliance at a regulated site that cannot foreseeably have any impact on the environment, people and/or property	0.1

How we use assessment scores

The number and severity of non-compliances recorded in a year will affect your annual subsistence fee the following year. A non-compliance factor is added to your site's Operator

Performance Risk Appraisal (OPRA) score when we calculate your fee to reflect the additional resource we use to assess permit compliance.

If your assessment result in Section 1 is suspended, what does this mean?

In line with our guidance, we may suspend scores for up to six months to allow time for remedial action to be taken. Suspended scores will be re-instated if the action is not completed.

Full list of Waste compliance criteria (used in section 1 and 2):

1. Management

- W1A – General management
- W1B – Energy Efficiency (MCP/SG facilities only)
- W1C – Avoidance, recovery and disposal of wastes produced by the activities

2. Operations

- W2A – Permitted activities
- W2B – Waste recovery plan
- W2C – Operating techniques
- W2D – The site
- W2E – Waste acceptance
- W2F – Technical requirements
- W2G – Improvement programme
- W2H – Pre-operational conditions

3. Emission and Monitoring

- W3A – Emissions to water, air or land
- W3B – Emissions of substances not controlled by emission limits
- W3C – Odour
- W3D – Noise and vibration
- W3E – Monitoring
- W3F – Pests
- W3G – Fire

4. Information

- W4A – Records
- W4B – Reporting
- W4C – Notification

Enforcement response

Any non-compliance with a permit condition is an offence and we may take legal action against you. Action we take can include prosecution, serving a notice on you and/or suspension or revocation of your permit. See our Enforcement and Sanctions Guidance for further information.

Data protection notice

You should make sure that anyone named in this report knows that the information it contains will be processed by Natural Resources Wales to fulfil its regulatory and monitoring functions and to maintain the relevant public register(s).

We may also use and/or disclose the report in connection with:

- offering or providing you with our literature or services relating to environmental matters
- consulting with the public, public bodies and other organisations (e.g. Health and Safety Executive, local authorities) on environmental issues
- carrying out statistical analysis, research and development on environmental issues
- providing public register information to enquirers
- investigating possible breaches of environmental law
- assessing customer service satisfaction and improving our service
- Freedom of Information Act or Environmental Information Regulations requests.

We may also pass it on to our agents or representatives to do these things on our behalf.

Disclosure of information – this report will be available to view on-line

If you think this report contains commercially confidential information that should not be placed on our public register, you must contact your local Natural Resources Wales office within **fifteen working days** of receiving this report, using the contact details in the accompanying email or letter. You must give a full explanation of why it should not be added to our public register, including specifying which information is commercially confidential. We will assess your request and respond to you within twenty working days to let you know if we agree to your request.

What do I do if I disagree with the report or have a complaint?

If you disagree with this compliance assessment report, you should contact the lead officer without delay to discuss your concerns.

If you are unable to resolve the issue with the lead officer or their line manager you should contact our Customer Contact team on 0300 065 3000 (Monday to Friday 08:00 to 18:00), or email enquiries@naturalresourceswales.gov.uk for details of how to raise your dispute further through our Complaints and Commendations procedure.

If you are dissatisfied with our response, you can contact the Public Services Ombudsman for Wales by phone on 0300 7900203 or by email at ask@ombudsman.wales

Welsh Language Standards

We are committed to establishing Natural Resources Wales as a naturally bilingual organisation. We will provide compliance reports in your preferred language.